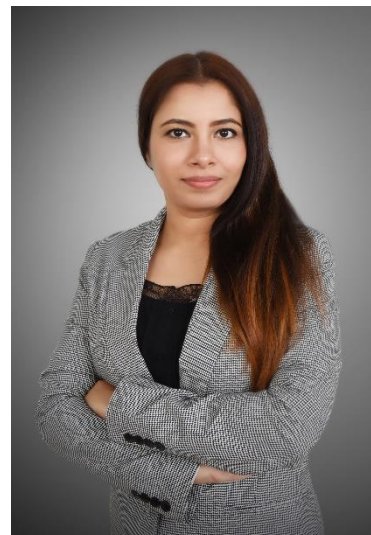


Shimky Bhattacharjee

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PROFILE

A young & dynamic hospitality professional with nearly 15 years' experience in housekeeping operations, guest services, and team management in internationally flagged as well as independently owned five-star hotels Flexible, used to working under pressure and to tight deadlines, cost conscious, and familiar with all kinds of operations and leading multi-cultural and multi-lingual teams.

PROFESSIONAL EXPERIENCE

October'2019 To Jan'2021 with Sea Palace (Al Nahyan family), Abu Dhabi, UAE – Palace Manager

A Palace Manager is responsible for defining and maintaining the hierarchy of all staff in the palace as well as the privacy of the family who live within its walls. With the exacting standards, My responsible are managing palace staff and ensuring everything is run to the highest of standards.

February'2018 to November'2018 with Coral Hotel Al Barsha (HMH Groups of Hotels and Resorts), Dubai, UAE - Executive Housekeeper

A 5star hotel 337 individually decorated guest rooms and Suites with 2 outlets, 1 coffee shop, 24 hours room service and pool bar (Non-Alcoholic) meeting and conference hall.

Website: www.hmhhotelgroup.com

Reporting to: General Manager

January'2017 to December'2017 with Farnek Total Facilities Management, Dubai, UAE - Area Manager – Cleaning Commercial

Established in the UAE since 1980, Dubai-based Farnek Services LLC/Farnek Middle East LLC is an international full-service property management company. With a skilled workforce of more than 4,000 employees, Farnek has now added offices in the Northern Emirates, to its existing offices in Abu Dhabi and Dubai, to deliver professional FM services for over 2,500 properties to high quality, world-renowned organisations such as Dubai Airport, Emirates Airlines, Abu Dhabi Airport, Etihad Airways, Dubai Mall and Dubai's latest high profile mixed-use community, City Walk.

Website: www.farnek.com

Reporting to: Director of Cleaning Commercial

Project Handled: -

Sofitel Luxury Hotels	Ahmed Seddiqi & Sons
Pepsi-Cola International Ltd (AMEA Office)	Seddiqi Investment LLC

Pepsico Gulf International FZE (Dubai Branch)	Alma 901 AHQAS Office
Abdul Ahmed Seddiqi	Deyaar Owners Management LLC
MBC FZ LLC	Arady Development LLC
Midas Ref Limited	Mckinsey & Company, Inc. International
Pearl Jumeirah Hotel LLC (Nikki Beach Resort & Spa, Dubai)	U Bora Owners Association c/o Mansion OA Management
Henkel MEA	Prime Minister's Office – Dubai, UAE

November'2013 to September'2016 with Doubletree By Hilton Jumeirah Beach Hotel, Dubai, UAE - Executive Housekeeper Pre-opening team

Luxurious 4star hotel and resort of 110 keys of 2 & 3 huge bedrooms apartment suites with kitchen with private beach and Infinity Pool. 6F&B outlets including meeting and conference hall.

Website: www.dubaijumeirahbeach.doubletree.com

Reporting to: Director of Operation

Additionally, I was assigned as a Pre-Opening Taskforce Executive Housekeeper for Doubletree By Hilton Marjan Island Hotel, Ras Al Khaimah, UAE – From December 2013 to February 2014.

June'2012 to September'2013 with Copthorne Hotel Dubai, UAE - Housekeeping Manager

A 4star hotel with 188 luxury hotel rooms, suites, and penthouse, 4F&B outlet including 8 meeting rooms and banquets.

Website: www.millenniumhotels.com/en/dubai/copthorne-hotel-dubai/

Reporting to: Director of Rooms

December'2010 to May'2012 with Bonnington, Jumeirah Lakes Towers, Dubai, UAE - Head Housekeeper

A 5-star hotel with 208 luxurious rooms and suites, 272 deluxe serviced hotel apartments, 6 F&B outlets, and 4 conference suites.

Website: www.bonningtontower.com

Reporting to: Executive Housekeeper

April'2009 to September'2010 with Fairmont Hotel, Dubai, UAE - Housekeeping Supervisor

Fairmont Dubai A five-star deluxe hotel with 394 Guest rooms (including 128 suites & penthouse), with 11 food & beverage outlets, 4 Banquet halls, business center.

Website: www.fairmont.com

Reporting to: Executive Housekeeper

March'2007 to March'2009 with Park Hyatt Hotel, Dubai, UAE - Housekeeping Supervisor / Team Leader

Park Hyatt Dubai is a five-star hotel which holds 225 Guest Rooms (Including 65 suites, Royal and Presidential suites) with six Food and beverage outlets 5Benquet hall and business center.

Website: www.hyatt.com

Reporting to: Housekeeping Manager

March'2005 to February'2007 with Le Meridian, Bangalore, INDIA - Floor Supervisor

A 5-star hotel with 238 rooms & 17 suites 7 F&B outlets and C&B facilities for up to 500 Pax.

Website: www.lemeridian.com

Reported to: Asst. Executive Housekeeper

**March'2004 to February'2005 with ITC Windsor Sheraton, Bangalore, INDIA - Trainee
Housekeeping Supervisor**

A 5-star hotel with 245 rooms & 9 F&B outlets and C&B facilities for up to 400 pax.

Website: www.sheraton.com

Reported to: Asst. Executive Housekeeper

Job Responsibilities

- ☞ Comply with the SOP provided by Company & preparing departmental SOP manual.
- ☞ In charge of the renovation project for the guest rooms for the refurbishment and selecting the material and ordering process.
- ☞ Departmental training carried out to ensure that brand standard policy is adhered by the team.
- ☞ Assisting Human Resources with the recruitment process and other Admin related responsibilities.
- ☞ Selecting and ordering of new uniforms for the hotel team according to the brand standard requirement.
- ☞ Worked closely with Finance Manager to prepare departmental budget.
- ☞ Preparing and ordering CAPEX and OPEX for the department.
- ☞ Oversee housekeeping & laundry operations.
- ☞ Evaluate Guest satisfaction levels and monitor trends with a focus on continuous improvement.
- ☞ Operate within departmental budgets through effective stock and cost controls and well managed schedules.
- ☞ Set departmental targets and objectives, work schedules, budgets, and policies and procedures.
- ☞ Monitor the appearance, standards and performance of the Housekeeping and Laundry Team with an emphasis on training and teamwork.
- ☞ Ensure team members have an up-to-date knowledge of all room categories and amenities.
- ☞ Maintain good communication and work relationships in all hotel areas and with external customers and suppliers.
- ☞ Ensure staffing levels cover business demands.
- ☞ Ensure communication meetings are conducted and post-meeting minutes generated.
- ☞ Manage staff performance issues in compliance with company policies and procedures.
- ☞ Recruit, manage, train and develop the Housekeeping and Laundry team.
- ☞ Competent in property management systems.
- ☞ Assist other departments wherever necessary.
- ☞ Assist in formulating and action efficient, cost effective and traceable cleaning methods and procedures.
- ☞ Produce results as per plans and financial targets through the effective management of employees and resources for the client portfolio given to me.
- ☞ Organize and attend regular staff meetings, using them as a basis for the development of consistent standards in quality working and behavior.
- ☞ Organize regular Supervisor meetings, using them to communicate and implement new processes and discuss any issues.
- ☞ Manage the assigned contracts and clients in a professional manner in order to accomplish sustained positive image, and maintain and increase the company's reputation.
- ☞ Manage all daily operational activities within the area managed (assigned contracts and support for other Area Manager), including deployment of cleaners and assigning responsibilities to supervisors, implementing and maintaining policies and procedures of Farnek and ensuring compliance with customer contracts.
- ☞ Ensure on time delivery of invoices to client and manage payments. Ensure no occurrence of outstanding.
- ☞ Establish and maintain effective business relationships with existing customers, suppliers and subcontractors, ensuring high levels of customer satisfaction.
- ☞ Carry out regular inventory audit of all cleaning fixed assets and monitor consumption of cleaning fluids, preventing any potential losses through fraud.
- ☞ Maximize communication and synergy between the different divisions.
- ☞ Carry out random quality control checks on an ad-hoc basis and use the Software application I-Audit for Audit Reports.
- ☞ Co-ordinate with the Purchasing Manager on requirements for cleaning chemicals and equipment.
- ☞ Implement a clear and transparent monthly reporting scheme for all assigned contracts.
- ☞ Meet all clients on monthly basis and prepare Meeting Minutes.
- ☞ Ensure all Sites have the proper documentation, workflows and checklists as per Company Standard.
- ☞ Ensure housekeeping team are provided required brand standard training.
- ☞ Coordinate inspection of assigned areas for maintaining quality.
- ☞ Planning and coordinating the activities of housekeeping supervisors and their staff.

- ☞ Manages housekeeping staff to ensure that all day to day operational matters is handled on time and the Guest expectations are met.
- ☞ Maintaining Lost & Found items as per Dubai Police procedures.
- ☞ Ensuring that all VIP & VVIP arrival arrangements are as per hotel standards.
- ☞ Ensure guest laundry is laundered, delivered & billed as per hotel standards.
- ☞ Manage uniform stocks, ensuring they are in good condition & laundered as per hotel standards.
- ☞ Ensure all hotel linen is in good condition and laundered as per hotel standards.
- ☞ Manages the standard of work carried out by contractors to ensure that it meets the agreed quality.
- ☞ Prepares monitors & controls the hotel's annual room maintenance program with Engineering.
- ☞ Inspect work performed to ensure that it meets specifications and established standards.
- ☞ Supervise in-house services such as laundries, maintenance and repair, dry cleaning, and/or valet services.
- ☞ Instruct staff in work policies and procedures, and the use and maintenance of equipment.
- ☞ Check equipment to ensure that it is in working order.
- ☞ Evaluate employee performance, recommend personnel actions such as promotions, transfers & dismissals.
- ☞ Inspect & evaluate the physical condition of facilities in order to determine the type of work needed.
- ☞ Investigates complaints regarding housekeeping service & takes corrective action.
- ☞ Conducts training to explain work procedures & to demonstrate use of equipment.
- ☞ Evaluates records to forecast department personnel requirements.
- ☞ Prepares reports concerning room occupancy, payroll, and department expenses.
- ☞ Performs cleaning duties in cases of emergency or staff shortage.
- ☞ Assigns team their duties & inspects work to ensure standards are met.
- ☞ Obtains list of rooms to be cleaned immediately & check-outs to prepare assignments
- ☞ Records data regarding work assignments, personnel actions, time cards, & prepares periodic reports.

EDUCATIONAL QUALIFICATIONS

Completed 3 years Diploma (Degree) in Hotel Management, Catering Technology and applied Nutrition from SUBHASH BOSE INSTITUTE OF HOTEL MANAGEMENT. KOLKATA, INDIA 2003 TO 2007

COURSES & TRAININGS

- ☞ Train The trainer
- ☞ Basic Fire Awareness
- ☞ Chemical Handling Safety
- ☞ Delivering Our Promises
- ☞ Creating links with internal customers
- ☞ First step to Leadership Training

PERSONAL DETAILS

Date of Birth:	23/January/1983
Nationality:	Indian
Drivers' license:	UAE
Language Skills:	English, Hindi
References:	Available upon request